

GOVERNMENT OF INDIA
MINISTRY OF EXTERNAL AFFAIRS

LOK SABHA
STARRED QUESTION NO.536
TO BE ANSWERED ON 04.04.2018

INDIAN WORKERS RESOURCE CENTRE

*536. SHRI ANTO ANTONY:

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) whether the Government has any scheme to set up Indian Workers Resource Centre (IWRC) and if so, the details including the salient features thereof;
- (b) the details of IWRCs already established in various countries, country-wise along with the major services offered by IWRCs;
- (c) whether the Government has received any proposal for setting up some more IWRCs;
- (d) if so, the details thereof and the response of the Government thereto; and
- (e) whether the Government proposes to set up some more IWRCs and if so, the details thereof?

ANSWER

THE MINISTER FOR EXTERNAL AFFAIRS
(SHRIMATI SUSHMA SWARAJ)

(a) to (e) A statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF THE LOK SABHA STARRED QUESTION NO. 536 REGARDING “INDIAN WORKERS RESOURCE CENTRE” FOR ANSWER ON 04.04.2018

(a) & (b) Yes Madam. Indian Worker Resource Centres (IWRCs) have already been setup in Dubai and Sharjah (UAE), Riyadh and Jeddah (Saudi Arabia) and Kuala Lumpur to provide guidance and counselling on all matters pertaining to overseas Indian workers.

Following are some of the major activities of IWRCs:

- (i) 24x7 HELP LINES in all 5 centres which have been receiving, registering and monitoring grievance petitions of Indians and providing necessary advice / resolution and providing clarification to information seeking queries. If not resolved, the cases are escalated to the Embassy /Consulate for further resolution.
- (ii) Providing counseling sessions on legal, financial, medical and psychological matters.
- (iii) Awareness camps that are conducted in labour camps which educates the workers on various issues they face during their employment, health related talks by experts, various schemes of Govt of India for the welfare of the workers.
- (iv) Liaising with help-groups, individuals, social workers and related bodies to offer assistance to Indian Community Members.
- (v) To verify the genuineness of job offers received by Indians from companies in the respective countries.

(c) to (e) The Government is in favour of setting up of IWRCs in the Missions in ECR countries in case such a need is felt by our Missions, based on local situation. As and when proposals are received for setting up of more IWRCs, the same are considered expeditiously on merits. A recent proposal from Indian Mission in Qatar for setting up of an IWRC has been accorded in-principle approval.
